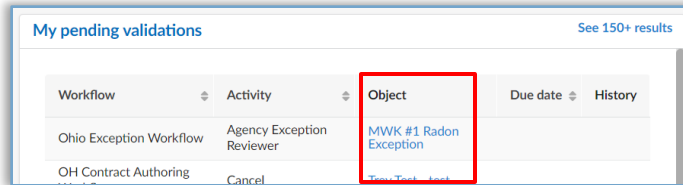# OhioBuys

Step-by-Step Instructions for Reviewing an Exception (Agency Exception Reviewer)

1

Log in to OhioBuys. You will see any exceptions that require your review in the **My Pending Validations** section of your homepage. Click on the title of the exception under the **Object** column to open the exception.
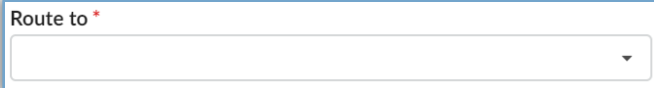

You can also find a specific exception from any page in the OhioBuys solution by going to the main menu navigation bar, clicking on **Suppliers**, and selecting **Exceptions**.

2

Review the exception's **Details** and **Origin**. When reviewing, you can make edits or updates as required, such as indicating if Supplier Input is requested for the exception.

a) If the information provided does not warrant the creation of an exception, click **Reject** to reject the exception. This will send the exception back to the user who initially submitted it.

b) If the information provided does warrant the creation of an exception, complete the **Route To** section under **Details** using the dropdown menu. You can choose to route the exception to:

1) **Contract Analyst**: Routes the exception to the associated Contract Analyst for further action and resolution.

2) **Supplier (handle internally):** Does not route the exception to the associated Contract Analyst. Indicates that you will reach out to the Supplier directly to resolve the issue.

c) After determining the routing path of the exception, click **Submit** to approve.

1) If you have chosen to resolve the issue internally, click **Open Exception**. When an exception is opened and Supplier Input is requested, any Supplier contacts that have the **Contract Contact** role will receive the exception. If there are no Supplier contacts with the Contract Contact role, then the exception will be sent to all Supplier contacts. A Supplier's contacts can be reviewed on the **Contacts** tab.

2) Click **Notify via Email** to an additional email notice to the supplier regarding the exception.

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d) Complete the **Send an e-mail** form by adding the following information:

1) **Supplier Contact(s) -** to whom the email will be sent. Refer to the Contact Information and select the supplier contact that is also the contract contact. If there is no linked contract or a contract contact, then select any listed supplier contact.

2) **Subject -** The subject line for your email to the Supplier

3) **Attachments -** You can attach any supporting documentation that you believe it is important for the Supplier to see with the exception.

4) **Message -** The details of the message that the Supplier will receive. Make sure to include your contact information so that the Supplier can easily reach out to discuss the details of the exception, as well as inform you when mitigating actions have been taken.

5) **Send me a copy -** check this box if you would like a copy of the email sent to the email address associated with your OhioBuys account.

If you have questions or need additional assistance, please contact Ohio Shared Services Contact Center via email (OBM.SharedServices@OBM.ohio.gov) or phone (877-644-6771).

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